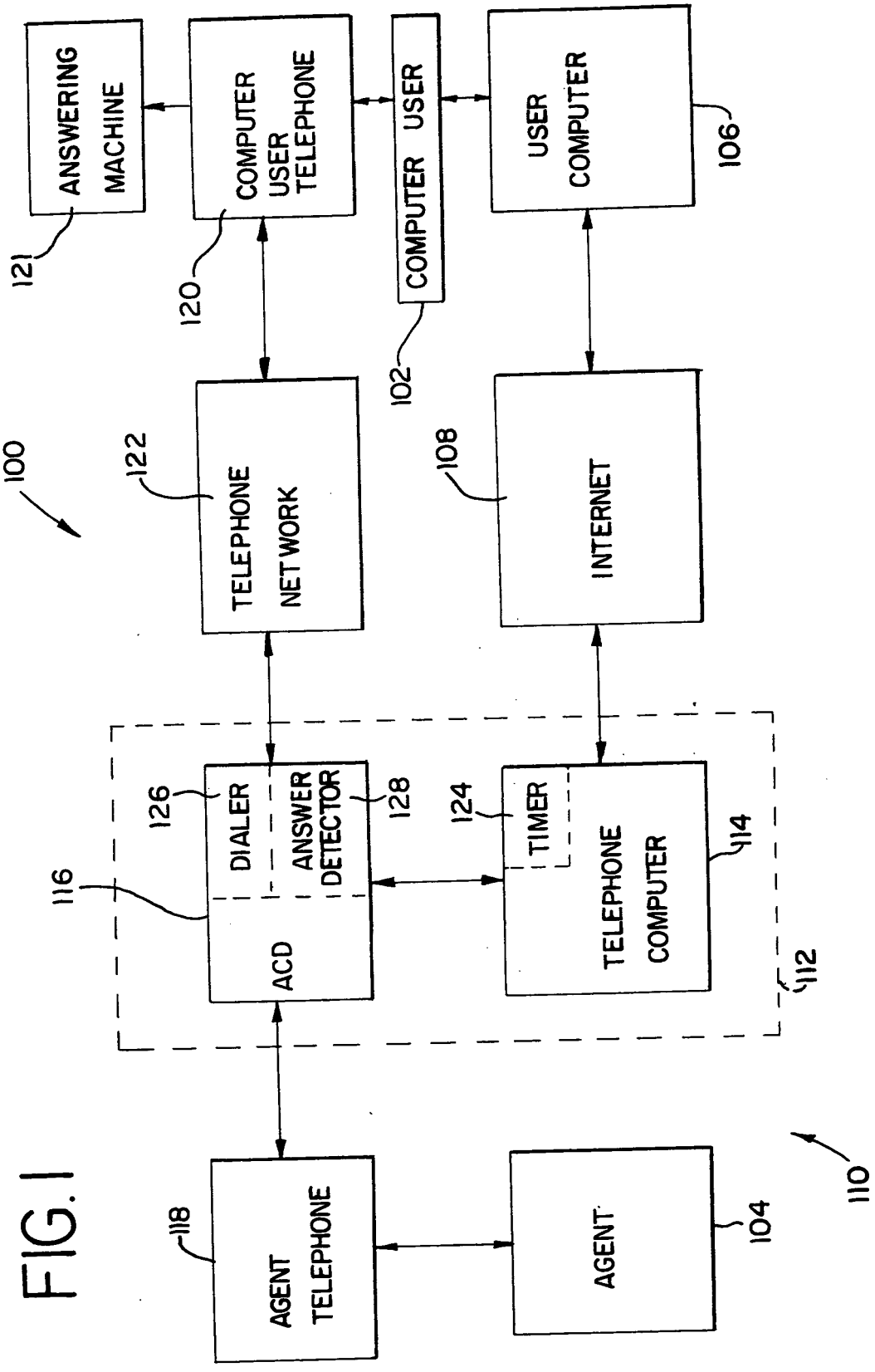

ANSWERING MACHINE
COMPUTER USER TELEPHONE
COMPUTER USER
USER COMPUTER
106
121
120
102
100
122
TELEPHONE NETWORK
108
INTERNET
126
DIALER
ANSWER DETECTOR
128
124
TIMER
116
ACD
TELEPHONE COMPUTER
114
112
110
118
AGENT TELEPHONE
AGENT
104

FIG. 1

FIG. 2

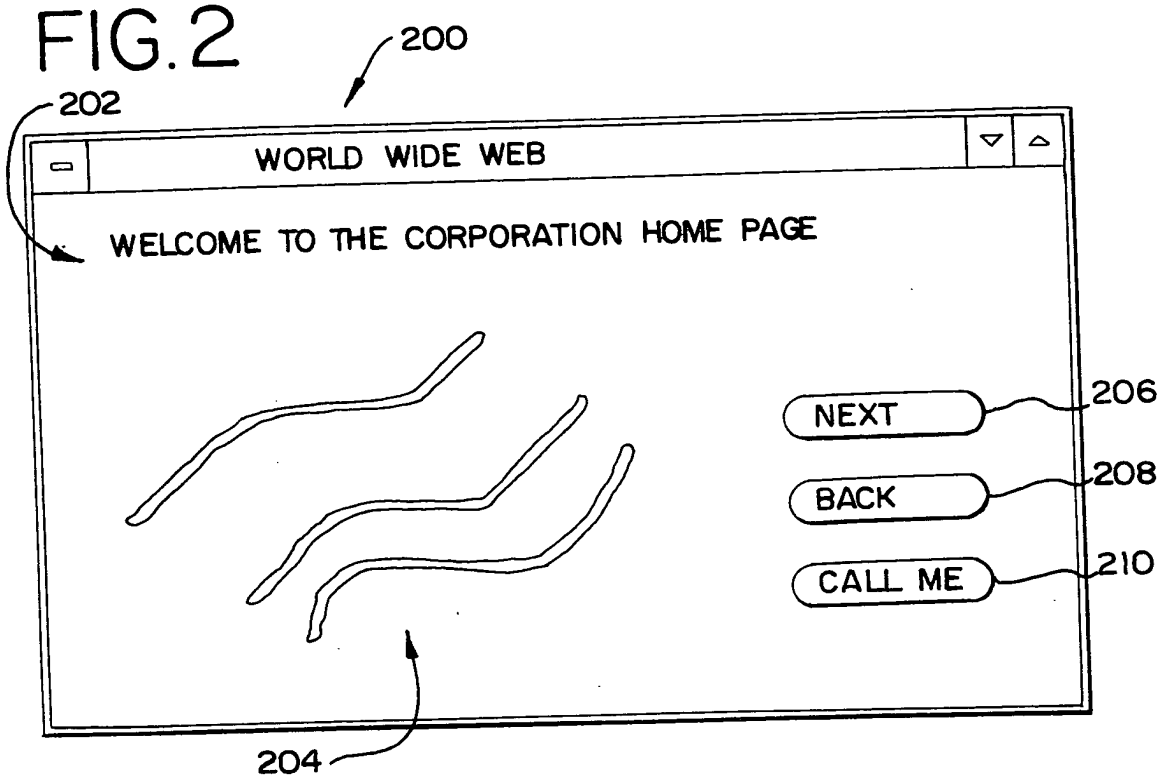

200
202
WORLD WIDE WEB
WELCOME TO THE CORPORATION HOME PAGE
NEXT
206
BACK
208
CALL ME
210
204

FIG. 3

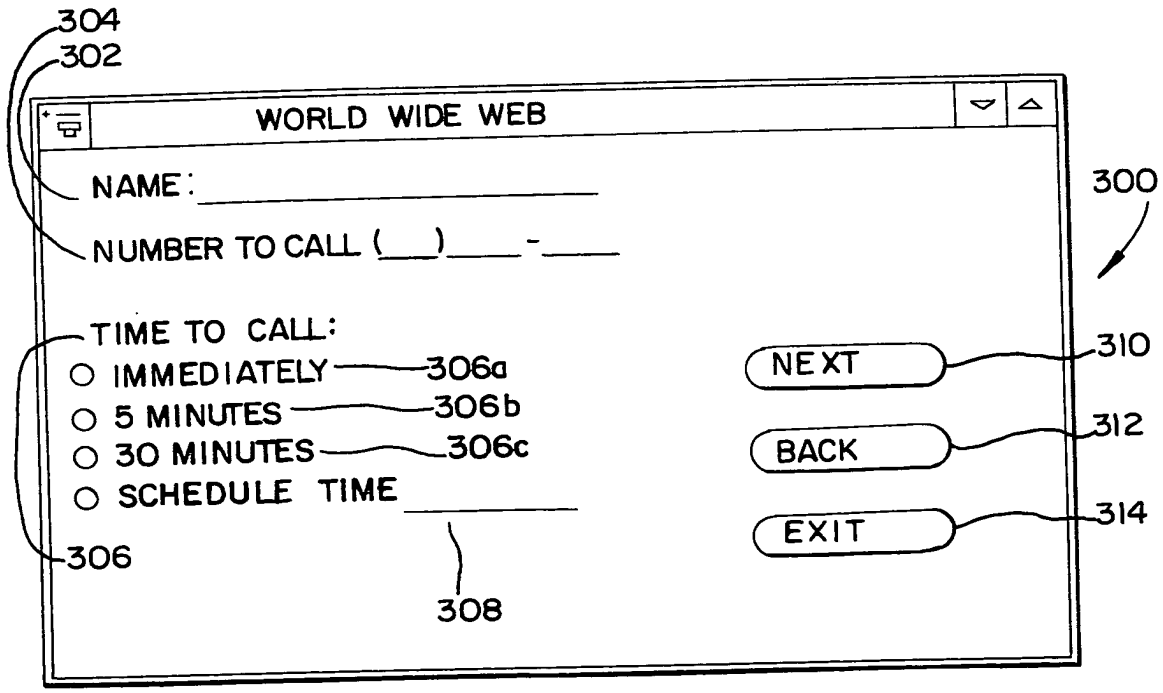
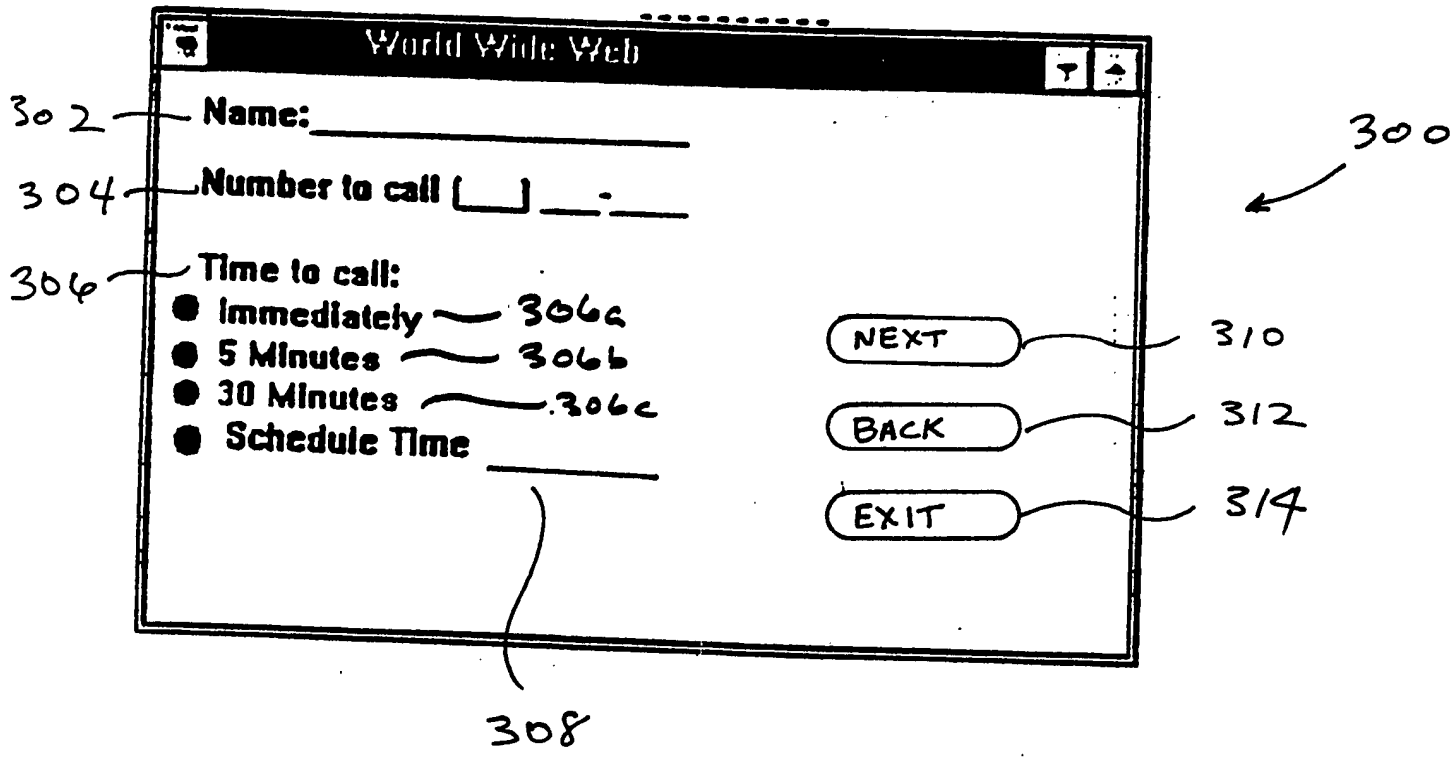

304
302
WORLD WIDE WEB
NAME: _____
NUMBER TO CALL (___)____-____
300
TIME TO CALL:
IMMEDIATELY
306a
5 MINUTES
306b
30 MINUTES
306c
SCHEDULE TIME _____
306
308
NEXT
310
BACK
312
EXIT
314

FIGURE 3


World Wide Web
302
Name:
304
Number to call
306
Time to call:
Immediately
306a
5 Minutes
306b
30 Minutes
306c
Schedule Time
308
300
NEXT
310
BACK
312
EXIT
314